

2001
Consumer Satisfaction
for
Missouri Eastern Region
Regional Report
Community-based Services

Division of Alcohol and Drug Abuse
Missouri Department of Mental Health



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Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.



August 2001

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

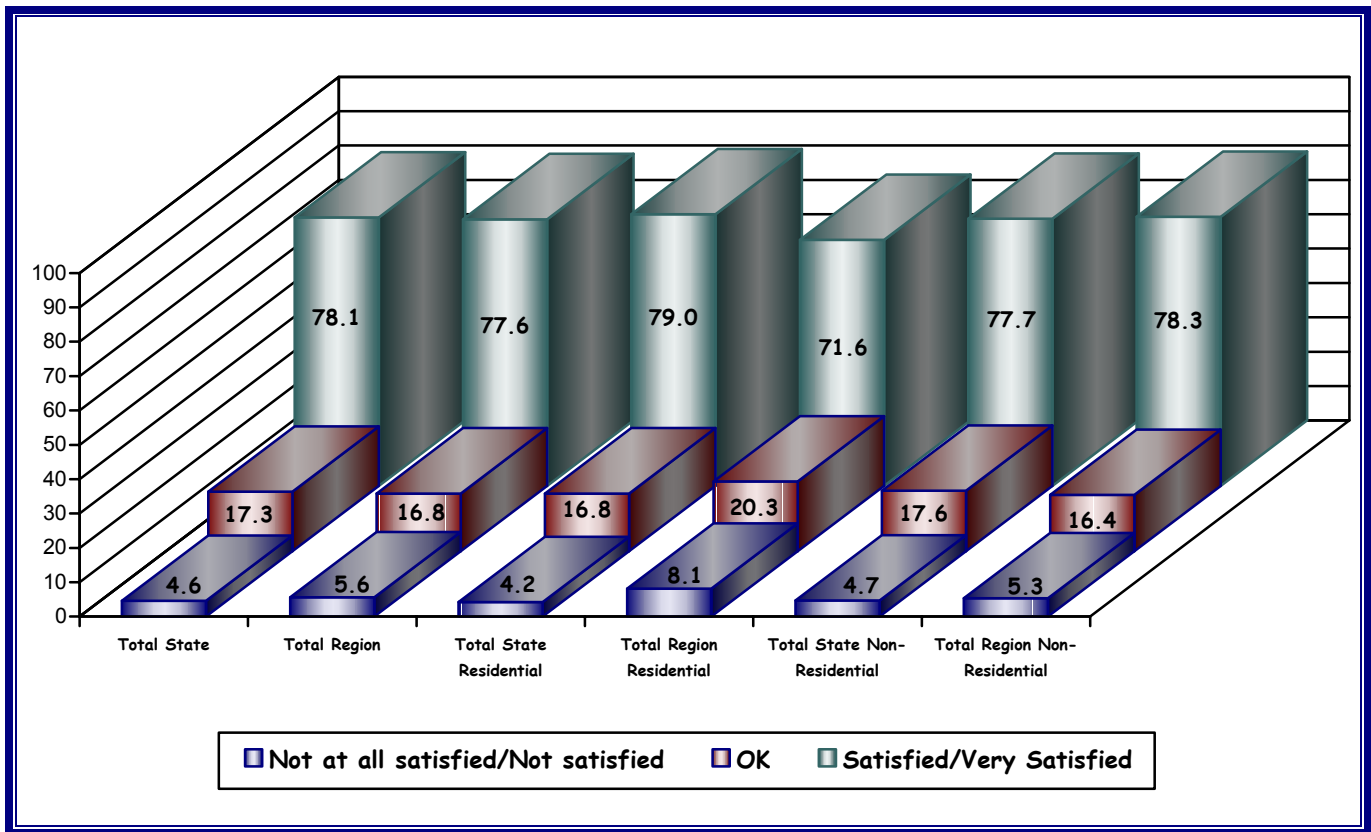
Eastern Region - Residential & Non-Residential

Demographics: Total Region

		Total Served		Survey Returns		
		State	Region	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
SEX	Male	65.5%	62.7%	47.0%	40.8%	47.9%
	Female	34.5%	37.3%	53.0%	59.2%	52.1%
RACE	White	68.7%	49.2%	31.4%	49.3%	29.0%
	Black	29.2%	49.2%	64.6%	46.6%	67.1%
	Hispanic	0.6%	0.3%	0.2%	0%	0.2%
	Native American	0.5%	0.3%	1.0%	1.4%	0.9%
	Pacific Islander	0.1%	0.1%	0%	0%	0%
	Other	0.7%	0.9%	2.9%	2.7%	2.9%
MEAN AGE	0-17	9.5%	10.9%	12.3%	24.7%	10.7%
	18-49	84.1%	82.6%	80.4%	72.6%	81.5%
	50+	6.4%	6.5%	7.3%	2.7%	7.8%

Region Includes: BASIC, Bridgeway Counseling Services, Clayton Concepts, Inc., COMTREA, DART, New Beginnings, Preferred-St. Louis, Preferred-St. Charles, Queen of Peace, Salvation Army, St. Patrick, St. Alexius, and West End Clinic

Overall Satisfaction with Services: Total Region



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 78.1% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was slightly lower than the state average (77.6% for this region versus 78.1% for the state).
- The total State Residential Program had a rating of 79.0% as "satisfied" or "very satisfied". This region's Residential Program was rated lower, with a rating of 71.6%.
- The total State Non-Residential Program had a rating of 77.7% as "satisfied" or "very satisfied". This region's Non-Residential Program was rated higher, with a rating of 78.3% "satisfied" or "very satisfied" with services.

Satisfaction with Services: Total Region

How satisfied are you ...	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (2965)	4.21 (646)	4.21 (886)	4.11 (75)	4.22 (2079)	4.23 (571)
with how much your staff know about how to get things done?	4.07 (2961)	4.07 (644)	4.07 (890)	4.09 (75)	4.07 (2071)	4.07 (569)
with how staff keep things about you and your life confidential?	4.27 (2960)	4.24 (644)	4.31 (885)	4.25 (75)	4.25 (2075)	4.23 (569)
that your treatment plan has what you want in it?	4.11 (2933)	4.11 (640)	4.17 (870)	3.96 (75)	4.09 (2063)	4.13 (565)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	4.13 (638)	4.19 (863)	4.15 (73)	4.13 (2061)	4.13 (565)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	4.29 (635)	4.33 (872)	4.25 (72)	4.29 (2035)	4.29 (563)
with the services that you receive?	4.19 (2955)	4.17 (642)	4.20 (883)	4.00 (74)	4.19 (2072)	4.19 (568)
Non-Residential Facilities Only:						
that services are provided in a timely manner? (Non-Residential Only)	4.03 (2079)	4.01 (568)	- (0)	- (0)	4.03 (2079)	4.01 (568)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	3.93 (74)	4.10 (887)	3.93 (74)	- (0)	- (0)
that the environment is clean and comfortable?	4.19 (885)	4.07 (74)	4.19 (885)	4.07 (74)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.64 (883)	3.38 (72)	3.64 (883)	3.38 (72)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.52 (73)	3.93 (877)	3.52 (73)	- (0)	- (0)
with the childcare provided by the agency?	3.91 (79)	4.00 (14)	3.91 (79)	4.00 (14)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 4.07 to 4.29.
- The ratings of the Residential Program for this region ranged from 3.38 to 4.25. The highest rated items were with confidentiality and respect of ethnic and cultural backgrounds and the lowest rated item was opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this region ranged from 4.01 to 4.29. The highest rated item was respect of ethnic and cultural backgrounds and the lowest rated item was timeliness of services provided.

Satisfaction with Quality of Life: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.69 (1904)	3.73 (640)	3.56 (544)	3.57 (74)	3.74 (1360)	3.75 (566)
with where you live?	3.77 (1885)	3.67 (640)	3.79 (541)	3.78 (74)	3.77 (1344)	3.66 (566)
with the amount of choices you have in your life?	3.63 (1917)	3.80 (640)	3.67 (544)	3.92 (74)	3.62 (1373)	3.78 (566)
with the opportunities/ chances you have to make friends?	3.82 (1907)	3.88 (635)	3.97 (544)	3.91 (74)	3.76 (1363)	3.88 (561)
with your general health care?	3.80 (1872)	3.69 (625)	3.82 (533)	3.68 (74)	3.80 (1339)	3.69 (551)
with what you do during your free time?	3.74 (1897)	3.75 (638)	3.60 (538)	3.56 (73)	3.79 (1359)	3.77 (565)
How safe do you feel . . .						
in this facility? (<i>Residential Only</i>)	4.25 (547)	4.26 (74)	4.25 (547)	4.26 (74)	- (0)	- (0)
in your home?	4.26 (1897)	4.18 (631)	4.19 (530)	4.20 (74)	4.29 (1367)	4.18 (557)
in your neighborhood?	4.08 (1894)	3.79 (635)	3.96 (532)	4.03 (74)	4.12 (1362)	3.76 (561)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with safety in the facility (mean of 4.26) and least satisfied with where they live (mean of 3.67).
- The consumers in the Residential Program were most satisfied with safety in the facility (mean of 4.26) and least satisfied with how they spend their day (mean of 3.57).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.18) and least satisfied with where they live (mean of 3.66).

ADA Comparison of Gender Residential and Non-Residential Setting Combined

A comparison was made between the male and female consumers. Table I-1 shows these findings. The female consumers were most satisfied with all significant items.

. Table I-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.13 (293)	4.29 (336)	F(1,627)=4.53, p=.034
that your treatment plan has what you want in it?	4.02 (290)	4.20 (333)	F(1,621)=4.69, p=.031
that your treatment plan is being followed by those who assist you?	4.03 (290)	4.22 (331)	F(1,619)=6.07, p=.014
with the services that you receive?	4.08 (291)	4.26 (335)	F(1,624)=5.67, p=.018
that services are provided in a timely manner?	3.92 (261)	4.09 (292)	F(1,551)=4.10, p=.043
with how you spend your day?	3.59 (291)	3.85 (333)	F(1,622)=10.55, p<.001
with what you do during your free time?	3.63 (293)	3.83 (330)	F(1,621)=4.84, p=.028
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison of Race/Ethnicity

Residential and Non-Residential Settings Combined

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. The six Native American consumers were most satisfied with confidentiality and respect of ethnic and cultural backgrounds. Caucasian consumers were most satisfied with safety in their neighborhood. (See Table I-2.)

Table I-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with how staff keep things about you and your life confidential?	4.34 (187)	4.23 (399)	4.00 (1)	4.83 (6)	3.56 (18)	F(4,606)=3.23, p=.012
that the agency staff respect your ethnic and cultural background? (f)	4.35 (181)	4.29 (396)	2.00 (1)	5.00 (6)	4.18 (17)	F(4,596)=2.586, p=.036
with how safe you feel in your neighborhood? (b)	4.06 (186)	3.70 (394)	4.00 (1)	3.50 (6)	3.67 (15)	F(4,597)=3.148, p=.014
Scheffe post-hoc significance at .05 or less.						
(a) Interaction between White and Black.						
(b) Interaction between Native American and Other						

ADA Comparison of Age Groups

Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults between 18-49 years old were most satisfied with choices in their lives and their general health care. The youth under the age of 18 years were most satisfied with safety in their home/agency and in their neighborhood. The adults over 50 were most satisfied with all other significant items. (See Table I-3.)

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Table I-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	3.78 (77)	4.26 (499)	4.52 (46)	F(2,619)=12.91, p<.001
with how much your staff know about how to get things done? (a, b)	3.65 (78)	4.12 (497)	4.36 (45)	F(2,617)=11.07, p<.001
with how staff keep things about you and your life confidential? (a, b)	3.92 (78)	4.28 (498)	4.55 (44)	F(2,617)=6.60, p=.001
that your treatment plan has what you want in it? (a, b)	3.69 (78)	4.17 (493)	4.36 (45)	F(2,613)=9.78, p<.001
that your treatment plan is being followed by those who assist you? (a, b)	3.65 (78)	4.20 (490)	4.37 (46)	F(2,611)=12.59, p<.001
that the agency staff respect your ethnic and cultural background? (a, b)	4.00 (76)	4.32 (490)	4.64 (45)	F(2,608)=7.23, p=.001
with the services that you receive? (a, b, c)	3.56 (78)	4.25 (496)	4.60 (45)	F(2,616)=23.86, p<.001
that services are provided in a timely manner? (a, b)	3.62 (60)	4.05 (445)	4.25 (44)	F(2,546)=6.07, p=.002
with how you spend your day? (a, b)	3.23 (78)	3.79 (494)	3.91 (45)	F(2,614)=11.26, p<.001
with the amount of choices you have in your life? (a)	3.49 (77)	3.85 (494)	3.78 (46)	F(2,614)=3.59, p<=.028
with your general health care? (a)	3.23 (65)	3.76 (492)	3.60 (45)	F(2,599)=6.74, p=.001
with how safe you feel in your home? (b)	4.36 (78)	4.19 (487)	3.84 (44)	F(2,606)=3.76, p=.024
with how safe you feel in your neighborhood? (a, b)	4.12 (78)	3.76 (489)	3.54 (46)	F(2,610)=4.09, p=.017
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50 + Years. (c) Interaction between 18-49 years and 50+				

ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison was made of the satisfaction items based on the current living situation of the consumer. Table I-4 presents these findings. The consumers who lived Independently were most satisfied with the staff and that the treatment plan was being followed. Those who were Homeless were most satisfied with the knowledge of the staff, the content of the treatment plan, the services received, and general health care. Those who lived with their Biological Parents were most satisfied with where they lived and how safe they felt in their home and their neighborhood.

Table I-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (c)	4.30 (319)	4.13 (15)	4.21 (94)	4.20 (54)	3.72 (47)	4.24 (70)	F(5,593)=3.50, p=.004
with how much your staff know about how to get things done? (c)	4.15 (318)	3.87 (15)	4.09 (94)	4.17 (52)	3.58 (48)	4.03 (70)	F(5,591)=3.38, p=.005
that your treatment plan has what you want in it?	4.20 (315)	4.20 (15)	4.04 (93)	4.27 (52)	3.71 (48)	4.07 (70)	F(5,587)=2.60, p=.025
that your treatment plan is being followed by those who assist you? (c, e)	4.26 (313)	4.14 (14)	4.05 (92)	4.23 (53)	3.52 (48)	4.10 (71)	F(2,585)=5.14, p<.001
that the agency staff respect your ethnic and cultural background?	4.38 (314)	4.00 (15)	4.15 (91)	4.33 (52)	4.00 (47)	4.41 (70)	F(2,583)=2.38, p=.037
with the services that you receive? (c, e)	4.30 (317)	4.07 (15)	4.09 (93)	4.35 (52)	3.56 (48)	4.13 (71)	F(2,590)=5.73, p<.001
with where you live? (b, e)	3.81 (317)	3.60 (15)	3.43 (93)	3.08 (51)	4.08 (48)	3.40 (70)	F(2,588)=6.20, p<.001
with your general health care?	3.78 (314)	3.07 (15)	3.81 (90)	3.81 (52)	3.26 (39)	3.62 (69)	F(2,573)=2.96, p=.012
with how safe you feel in your home/agency? (a, b, d, e, f)	4.34 (319)	4.40 (15)	3.92 (90)	3.44 (45)	4.56 (48)	3.94 (68)	F(2,579)=10.70, p<.001
with how safe you feel in your neighborhood? (b, e)	3.94 (319)	3.47 (15)	3.68 (92)	3.20 (49)	4.13 (48)	3.53 (66)	F(2,583)=5.28, p<.001
Scheffe post-hoc significance at < .05 or less.							
(a) Interaction between Independent RTF.							
(b) Interaction between Independent and Homeless.							
(c) Interaction between Independent and Biological Parents.							
(d) Interaction between RTF and Biological Parents.							
(e) Interaction between Biological Parents and Homeless.							
(f) Interaction between Other and Biological Parents.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There were three significant items. Consumers who had not lived in a residential treatment facility were more satisfied with their general health care and with how safe they felt in their home/agency and neighborhood. (See Table I-5).

Table I-5
ADA Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	RTF		Significance
	Yes	No	
with your general health care?	3.55 (160)	3.76 (366)	F(1,524)=3.92, p=.048
with safety in your home/agency?	4.03 (165)	4.22 (367)	F(1,530)=3.86, p=.050
with safety in your neighborhood?	3.57 (167)	3.80 (369)	F(1,534)=4.19, p=.041
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison across Programs Residential and Non-Residential Settings Combined

A comparison was made across the different residential and non-residential programs. Consumers in the Residential GTS Adult program were most satisfied with the knowledge of the staff, confidentiality, the content of the treatment plan, that their treatment plan was being followed, with respect of ethnic and cultural backgrounds, with services they receive, with the choices in their lives, and with general health care. The consumers in the Non-Residential CSTAR Women/Children were most satisfied with the staff, services being provided in a timely manner, how they spent their day and what they did in their free time. (See Table I-6.)

Table I-6
ADA Consumers - Comparison across Programs

How satisfied are you...	Non-Residential Programs						Residential Programs			
	CSTAR Women/ Children	CSTAR Alternative Women/ Children	CSTAR Child/ Adolescen t	CSTAR General	GTS General	Methadone	CSTAR Women/ Children	CSTAR Child/ Adolescent	GTS Adult	Significance
With the staff who serve you? (a)	4.43 (118)	4.22 (114)	3.81 (62)	4.23 (112)	4.07 (133)	4.13 (30)	4.18 (40)	3.74 (19)	4.38 (16)	F(8,637)=3.564, p<.001
With how much your staff know how to get things done? (b)	4.30 (118)	4.04 (113)	3.57 (63)	4.33 (113)	4.18 (134)	3.67 (30)	4.05 (40)	3.95 (19)	4.38 (16)	F(8,635)=4.683, p<.001
With how staff keep things about you and your life confidential?	4.46 (118)	4.16 (114)	3.94 (63)	4.12 (113)	4.31 (132)	4.38 (29)	4.30 (40)	3.89 (19)	4.56 (16)	F(8,635)=2.448, p=.013
That your treatment has what you want on it? (a)	4.35 (117)	4.15 (114)	3.73 (63)	4.22 (110)	4.08 (131)	4.03 (30)	3.95 (40)	3.53 (19)	4.50 (16)	F(8,631)=3.640, p<.001
That the treatment plan is being followed by those who assist you?(a, b, c)	4.39 (116)	4.15 (114)	3.57 (63)	4.26 (111)	4.10 (131)	3.93 (30)	4.13 (38)	3.74 (19)	4.69 (16)	F(8,629)=5.313, p<.001
That the staff respect your cultural background?	4.53 (116)	4.27 (114)	3.98 (62)	4.22 (112)	4.26 (132)	4.52 (27)	4.16 (38)	4.06 (18)	4.69 (16)	F(8,626)=2.758, p=.005
With the services you receive? (a, b, c, d, e)	4.46 (118)	4.16 (114)	3.52 (63)	4.36 (111)	4.14 (133)	4.24 (29)	3.92 (39)	3.68 (19)	4.56 (16)	F(8,633)=7.304, p<.001
That services are provided in a timely manner?	4.19 (118)	4.01 (113)	3.63 (63)	4.17 (112)	3.91 (132)	3.87 (30)	0.00 (0)	0.00 (0)	0.00 (0)	F(8,559)=2.069, p=.037
With how you spend your day? (a, f)	4.05 (118)	3.78 (112)	3.33 (63)	3.86 (113)	3.62 (130)	3.53 (30)	3.82 (39)	2.95 (19)	3.69 (16)	F(8,631)=4.881, p<.001
With the amount of choices in your life?	4.01 (117)	3.81 (113)	3.52 (62)	3.78 (113)	3.67 (131)	3.77 (30)	3.95 (39)	3.42 (19)	4.44 (16)	F(8,631)=2.316, p=.019
With your general health care?	3.87 (117)	3.61 (112)	3.34 (50)	3.91 (110)	3.63 (132)	3.40 (30)	3.82 (39)	2.95 (19)	4.19 (16)	F(8, 616)=3.558, p<.001
With what you do in your free time?	3.99 (116)	3.77 (111)	3.87 (63)	3.76 (113)	3.62 (132)	3.43 (30)	3.82 (38)	3.00 (19)	3.63 (16)	F(8,629)=2.507, p=.011
With how safe you feel in your neighborhood?	3.84 (116)	3.70 (113)	4.13 (63)	3.72 (110)	3.50 (129)	4.20 (30)	4.03 (39)	4.05 (19)	4.00 (16)	F(8,626)=2.580, p=.009
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less</i> (a) Interaction between Non-residential CSTAR Women/Children and Non-residential Child/Adolescent (b) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential GTS General (c) Interaction between Non-residential CSTAR Child/Adolescent and Residential GTS Adult (d) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential GTS Adult (e) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential CSTAR Alternative Women/Children (f) Interaction between Non-residential CSTAR Women/Children and Residential CSTAR Child/Adolescent</p>										

ADA Comparison Between Residential and Non-Residential

There were no significant differences

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

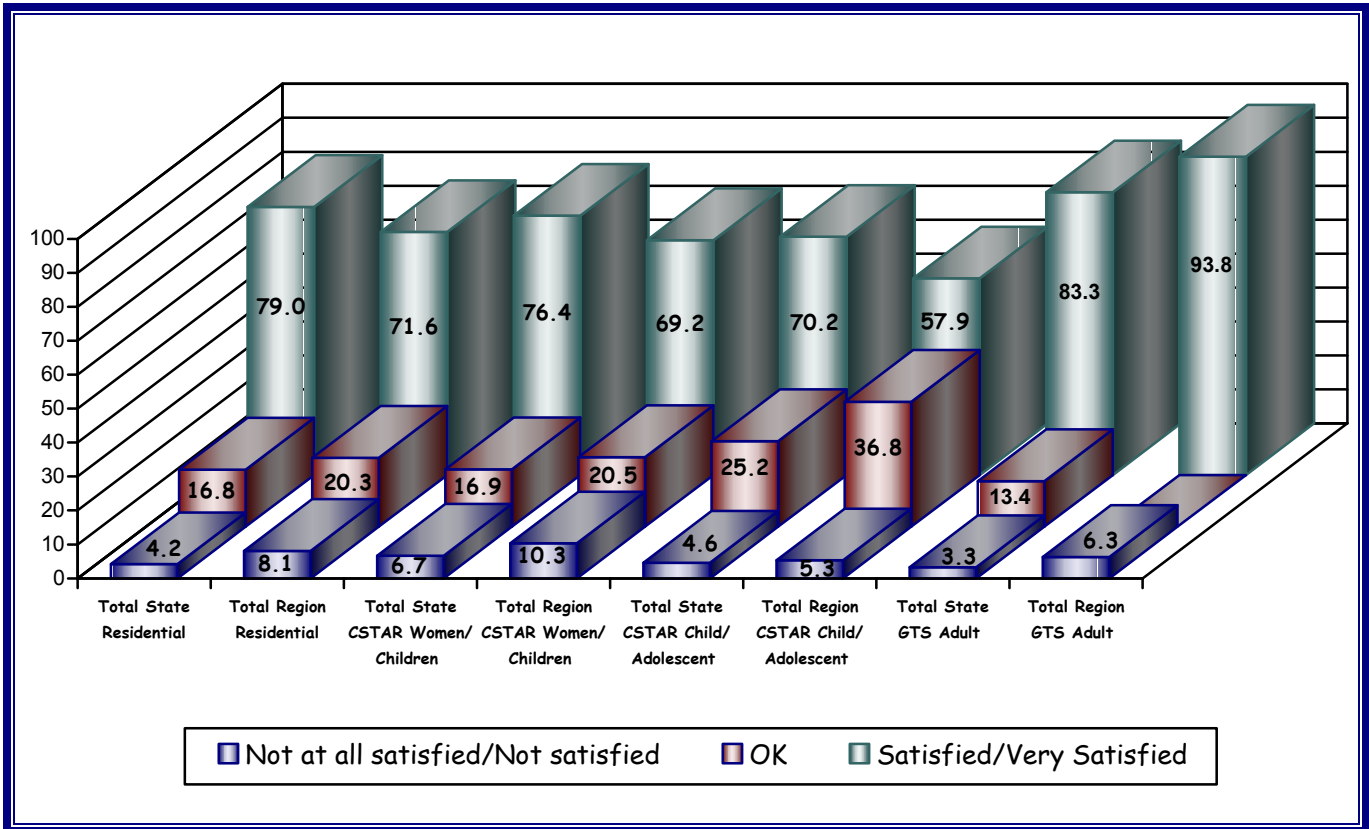
Alcohol and Drug Abuse Services

Eastern Region - Residential

Demographics: Residential

		Total Served	Survey Returns			
		State	Total Consumers Residential	CSTAR Woman/Child	CSTAR Child/ Adolescent	GTS Adult
SEX	Male	65.5%	40.8%	0%	78.9%	100.0%
	Female	34.5%	59.2%	100.0%	21.1%	0%
RACE	White	68.7%	49.3%	33.3%	61.1%	75.0%
	Black	29.2%	46.6%	64.1%	33.3%	18.8%
	Hispanic	0.6%	0%	0%	0%	0%
	Native American	0.5%	1.4%	2.6%	0%	0%
	Pacific Islander	0.1%	0%	0%	0%	0%
	Other	0.6%	2.7%	0%	5.6%	6.3%
MEAN AGE	0-17	9.5%	24.7%	0%	100.0%	0%
	18-49	84.1%	72.6%	97.4%	0%	93.8%
	50+	6.4%	2.7%	2.6%	0%	6.3%

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.0% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (71.6% for this region versus 79.0% for the state).
- The GTS Adult Residential Program was highly rated with 93.8% of the respondents rating themselves "satisfied" or "very satisfied" with services.

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women/ Children Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.21 (886)	4.11 (75)	4.18 (184)	4.18 (40)	3.91 (133)	3.74 (19)	4.31 (484)	4.38 (16)
with how much your staff know about how to get things done?	4.07 (890)	4.09 (75)	3.99 (183)	4.05 (40)	3.90 (132)	3.95 (19)	4.16 (487)	4.38 (16)
with how staff keep things about you and your life confidential?	4.31 (885)	4.25 (75)	4.22 (183)	4.30 (40)	4.14 (133)	3.89 (19)	4.40 (483)	4.56 (16)
that your treatment plan has what you want in it?	4.17 (870)	3.96 (75)	4.11 (177)	3.95 (40)	3.86 (133)	3.53 (19)	4.29 (475)	4.50 (16)
that your treatment plan is being followed by those who assist you?	4.19 (863)	4.15 (73)	4.11 (180)	4.13 (38)	3.90 (133)	3.74 (19)	4.32 (466)	4.69 (16)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	4.25 (72)	4.31 (178)	4.16 (38)	4.20 (132)	4.06 (18)	4.37 (476)	4.69 (16)
with the services that you receive?	4.20 (883)	4.00 (74)	4.08 (178)	3.92 (39)	3.96 (131)	3.68 (19)	4.34 (486)	4.56 (16)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	3.93 (74)	3.98 (182)	3.95 (39)	3.75 (133)	3.53 (19)	4.26 (485)	4.38 (16)
that the environment is clean and comfortable?	4.19 (885)	4.07 (74)	4.08 (180)	4.18 (39)	4.05 (132)	3.68 (19)	4.31 (486)	4.25 (16)
with opportunities for exercise and relaxation?	3.64 (883)	3.38 (72)	3.31 (180)	3.24 (38)	3.52 (131)	3.00 (18)	3.89 (485)	4.13 (16)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.52 (73)	3.61 (179)	3.52 (39)	3.53 (133)	3.00 (19)	4.22 (477)	4.20 (15)
with the childcare provided by the agency?	3.91 (79)	4.00 (14)	3.91 (79)	4.00 (14)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only four ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 3.38 to 4.25. The highest rated items were with confidentiality and respect of ethnic and cultural background and the lowest rated item was with opportunities for exercise and relaxation.
- The GTS Adult Residential consumers were most satisfied with the services they received (mean of 4.56).

Satisfaction with Quality of Life: Residential

	Total Residential Consumers		CSTAR Women/ Children Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region
How satisfied are you . . .								
with how you spend your day?	3.65 (883)	3.57 (74)	3.67 (180)	3.82 (39)	3.28 (133)	2.95 (19)	3.77 (484)	3.69 (16)
with where you live?	3.76 (878)	3.78 (74)	3.80 (179)	3.87 (39)	3.59 (133)	3.47 (19)	3.84 (479)	3.94 (16)
with the amount of choices you have in your life?	3.75 (880)	3.92 (74)	3.79 (181)	3.95 (39)	3.37 (133)	3.42 (19)	3.88 (479)	4.44 (16)
with the opportunities/ chances you have to make friends?	3.96 (880)	3.91 (74)	4.10 (181)	4.08 (39)	3.77 (133)	3.47 (19)	3.97 (480)	4.00 (16)
with your general health care?	3.80 (873)	3.68 (74)	3.86 (178)	3.82 (39)	3.52 (128)	2.95 (19)	3.88 (480)	4.19 (16)
with what you do during your free time?	3.70 (876)	3.56 (73)	3.82 (177)	3.82 (38)	3.41 (133)	3.00 (19)	3.74 (479)	3.63 (16)
How safe do you feel . . .								
in this facility	4.34 (884)	4.26 (74)	4.43 (182)	4.33 (39)	4.06 (133)	3.95 (19)	4.42 (483)	4.44 (16)
in your home?	4.09 (861)	4.20 (74)	4.05 (175)	4.13 (39)	4.27 (131)	4.16 (19)	4.03 (474)	4.44 (16)
in your neighborhood?	3.94 (861)	4.03 (74)	3.96 (175)	4.03 (39)	4.03 (131)	4.05 (19)	3.89 (473)	4.00 (16)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with how safe they feel in the facility (mean of 4.26) and least satisfied with what they do in their free time (mean of 3.56).

ADA Comparison of Gender Residential Setting

There were no significant differences.

ADA Comparison of Race/Ethnicity Residential Settings

There were no significant differences.

ADA Comparison of Age Groups Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults between the ages of 18 and 49 were most satisfied with all of the significant items. See Table II-1.

Table II-1
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with how you spend your day? (a)	3.00 (18)	3.84 (50)	3.00 (2)	F(2,67)=5.953 p=.004
with your general health care? (a)	3.00 (18)	4.04 (50)	2.50 (2)	F(2,67)=7.082, p=.002
<i>Scheffe post-hoc significance at < .05 or less.</i>				
(a) Interaction between 0-17 Years and 18-49 Years.				

ADA Comparison of Current Living Arrangements Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers receiving intervention in residential settings. Those who lived in a residential treatment facility were most satisfied with the childcare provided by the agency. Those who were homeless were the most satisfied with the amount of choices in their lives and what they do in their free time. Those who lived independently were most satisfied with safety in their home/agency. (See Table II-2.)

Table II-2
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Other	Significance
with the childcare provided by the agency?	3.75 (4)	- (0)	4.50 (6)	4.50 (2)	1.00 (1)	F(3,9)=7.105, p=.010
with the amount of choices you have in your life?	4.13 (24)	- (0)	4.08 (25)	4.67 (3)	1.00 (1)	F(3,49)=3.248, p=.030
with what you do in your free time?	3.63 (24)	- (0)	3.83 (24)	4.67 (3)	1.00 (1)	F(3,48)=3.051, p=.037
with how safe you feel in your home/agency?	4.33 (24)	- (0)	4.32 (25)	3.33 (3)	1.00 (1)	F(3,49)=3.912, p=.014
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>						

ADA Comparison across Programs

Residential Settings

A comparison was made across the different residential programs. Consumers of the GTS Adult program were most satisfied with the services and the quality of life items that were significant. (See Table II-3.)

Table II-3
ADA Consumers - Comparison across Programs

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	GTS Adult	Significance
that your treatment plan is being followed by those who assist you? (b)	4.13 (38)	3.74 (19)	4.69 (16)	F(2,70)=3.304, p=.043
with the services you receive? (b)	3.92 (39)	3.68 (19)	4.56 (16)	F(2,71)=3.604, p=.032
with the opportunities for exercise and relaxation? (b)	3.24 (38)	3.00 (18)	4.13 (16)	F(2,69)=3.565, p=.034
that the meals are good, nutritious and in sufficient amounts? (b)	3.51 (39)	3.00 (19)	4.20 (15)	F(2,70)=3.518, p=.035
with the how you spend your day? (a)	3.82 (39)	2.95 (19)	3.69 (16)	F(2,71)=5.924, p=.004
with the amount of choices you have in your life? (b)	3.95 (39)	3.42 (19)	4.44 (16)	F(2,71)=3.802, p=.027
with your general health care? (a, b)	3.82 (39)	2.95 (19)	4.19 (16)	F(2,71)=5.630, p=.005
with what you do in your free time? (a)	3.82 (38)	3.00 (19)	3.63 (16)	F(2,70)=3.330, p=.042
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and CSTAR Child Adolescent. (b) Interaction between CSTAR Child/Adolescent and GTS Adult.				

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

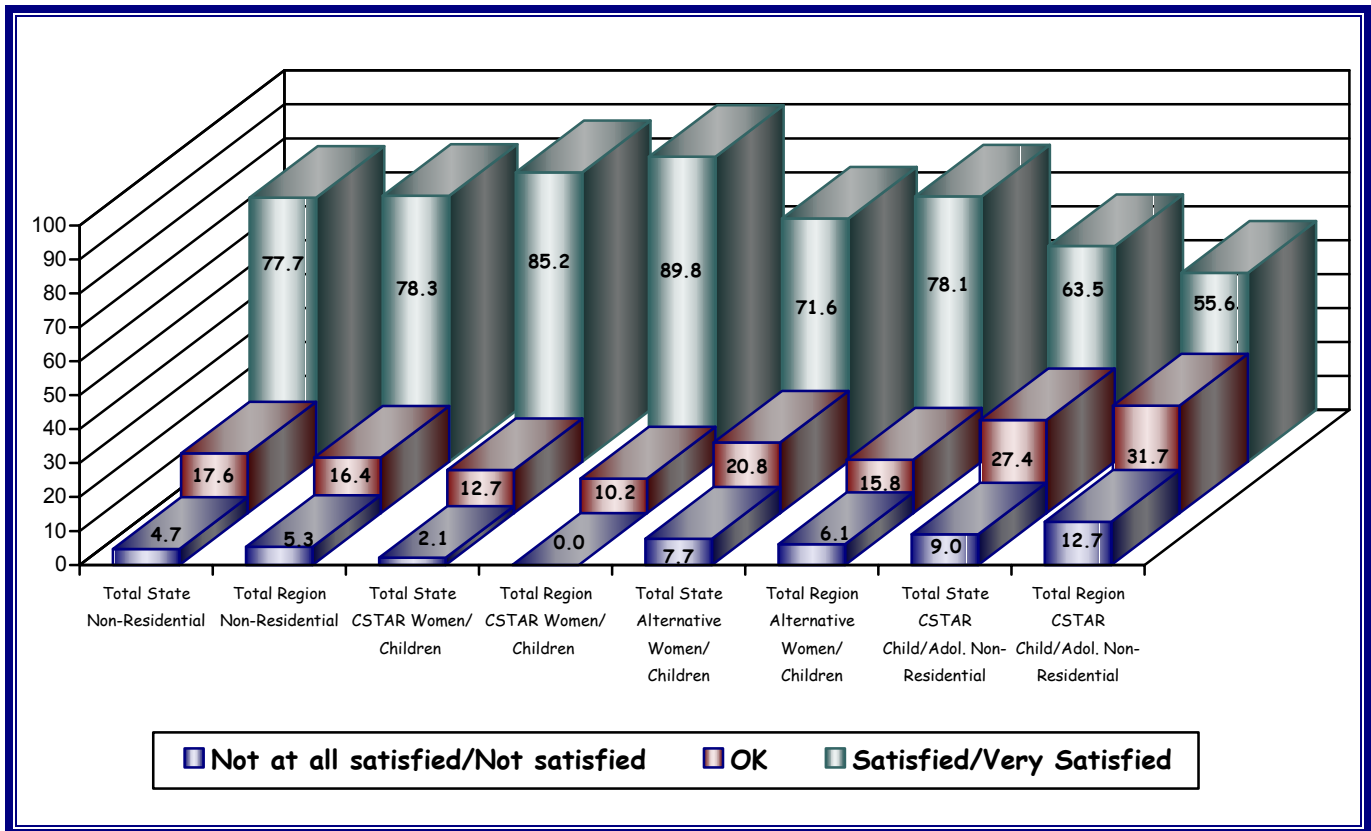
Alcohol and Drug Abuse Services

Eastern Region - Non-Residential

Demographics: Non-Residential

		Total Served	Survey Returns						
		State	Total Consumers Non-Residential	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	Methadone
Sex	Male	65.5%	47.9%	15.3%	0.9%	79.0%	60.7%	85.7%	70.0%
	Female	34.5%	52.1%	84.7%	99.1%	21.0%	39.3%	14.3%	30.0%
Race	White	68.2%	29.0%	37.4%	17.6%	52.4%	25.0%	18.0%	50.0%
	Black	29.8%	67.0%	60.0%	79.6%	42.9%	70.4%	76.6%	46.7%
	Hispanic	0.6%	0.2%	0%	0%	0%	0.9%	0%	0%
	Native American	0.5%	0.9%	2.6%	1.9%	0%	0%	0%	0%
	Pacific Islander	0.1%	0%	0%	0%	0%	0%	0%	0%
	Other	0.7%	2.9%	0%	0.9%	4.8%	3.7%	5.5%	3.3%
Mean Age	0-17	12.0%	10.7%	0%	0%	96.8%	0%	0%	0%
	18-49	82.0%	81.5%	97.4%	97.2%	3.2%	92.7%	88.9%	50.0%
	50+	6.0%	7.8%	2.6%	2.8%	0%	7.3%	11.1%	50.0%

Satisfaction with Services: Non-Residential

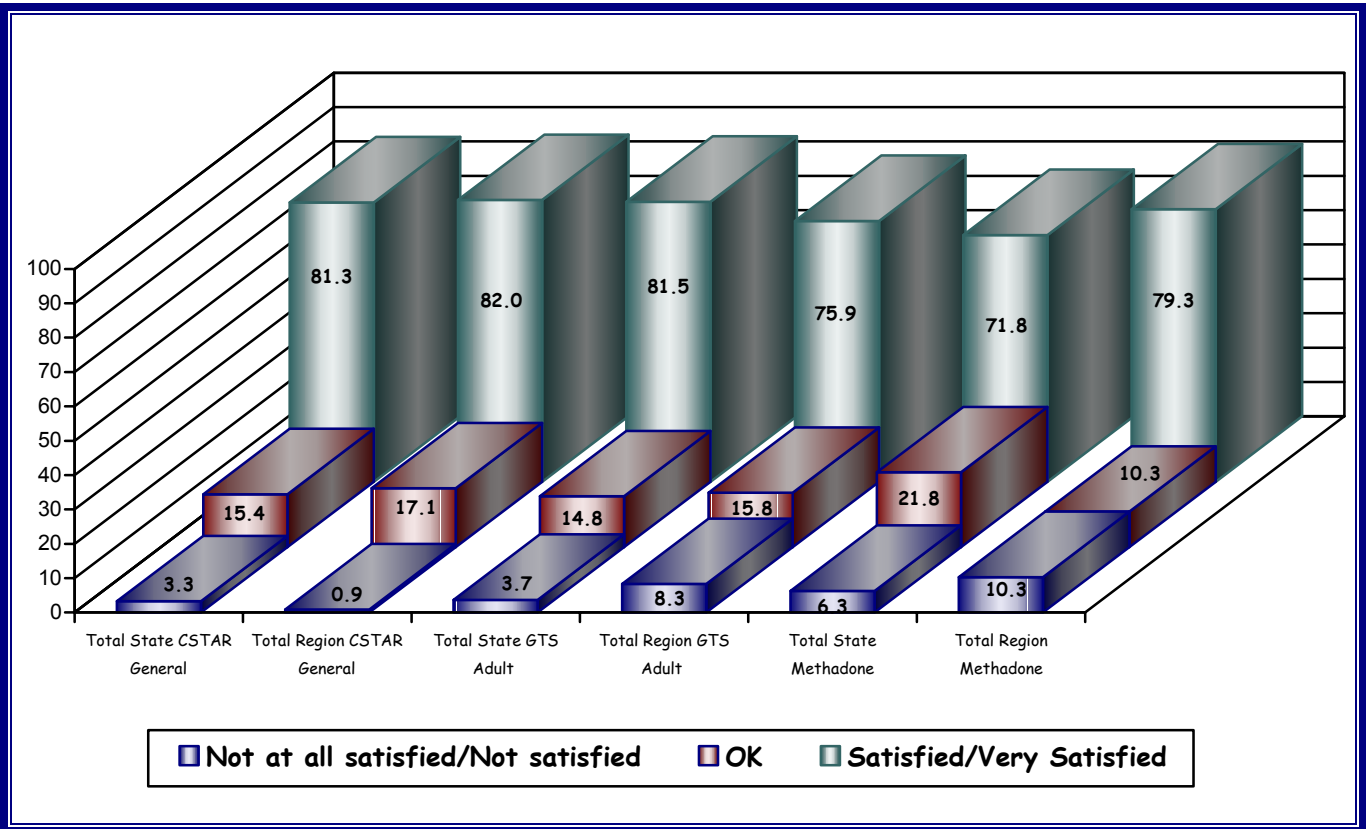


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 77.7% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (78.3% for this region versus 77.7% for the state).
- The CSTAR Women/Children Program was rated higher than other programs with 89.8% of the respondents rating themselves as "satisfied" or "very satisfied" with services.

Satisfaction with Services: Non-Residential Continued



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- The percent of the individuals served by this region's CSTAR General program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (82.0% for this region versus 81.3% for the state).
- The percent of individuals served by this region's GTS Adult Program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (75.9% for this region versus 81.5% for the state).
- For this region, the Methadone Program was rated higher than the state average with 79.3% of the respondents showing a rating of "satisfied" or "very satisfied" with services versus 71.8% for the state.

Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Alternative Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult		Methadone	
	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (2079)	4.23 (571)	4.39 (286)	4.43 (118)	4.13 (184)	4.22 (114)	3.92 (265)	3.81 (62)	4.25 (450)	4.33 (113)	4.31 (677)	4.18 (134)	4.10 (210)	4.13 (30)
with how much your staff know about how to get things done?	4.07 (2071)	4.07 (569)	4.20 (284)	4.30 (118)	4.02 (182)	4.04 (113)	3.74 (265)	3.57 (63)	4.12 (449)	4.23 (112)	4.20 (675)	4.07 (133)	3.89 (209)	3.67 (30)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.23 (569)	4.28 (283)	4.46 (118)	4.11 (184)	4.16 (114)	4.09 (265)	3.94 (63)	4.26 (449)	4.12 (113)	4.40 (677)	4.31 (132)	4.04 (210)	4.38 (29)
that your treatment plan has what you want in it?	4.09 (2063)	4.13 (565)	4.22 (282)	4.35 (117)	4.08 (182)	4.15 (114)	3.78 (267)	3.73 (63)	4.13 (447)	4.22 (110)	4.18 (672)	4.08 (131)	3.97 (206)	4.03 (30)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	4.13 (565)	4.28 (282)	4.39 (116)	4.04 (183)	4.15 (114)	3.76 (266)	3.57 (63)	4.22 (446)	4.26 (111)	4.25 (671)	4.10 (131)	3.98 (206)	3.93 (30)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.29 (563)	4.41 (274)	4.53 (116)	4.16 (183)	4.27 (114)	4.12 (265)	3.98 (62)	4.32 (438)	4.22 (112)	4.38 (665)	4.26 (132)	4.08 (203)	4.52 (27)
with the services that you receive?	4.19 (2072)	4.19 (568)	4.38 (284)	4.46 (118)	4.06 (183)	4.16 (114)	3.79 (266)	3.52 (63)	4.28 (449)	4.36 (111)	4.28 (677)	4.14 (133)	4.06 (206)	4.24 (29)
that services are provided in a timely manner?	4.03 (2079)	4.01 (568)	4.12 (286)	4.19 (118)	3.95 (181)	4.01 (113)	3.70 (265)	3.63 (63)	4.13 (451)	4.17 (112)	4.14 (679)	3.91 (132)	3.88 (210)	3.87 (30)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>														

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 4.01 to 4.29. The highest rated item was with the respect of ethnic and cultural backgrounds and the lowest rated item was with services being provided in a timely manner.
- The CSTAR Women/Children Non-Residential consumers were most satisfied with the services they received.

Satisfaction with Quality of Life: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Alternative Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult		Methadone	
	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.73 (2065)	3.75 (566)	3.87 (284)	4.05 (118)	3.72 (181)	3.78 (112)	3.41 (266)	3.33 (63)	3.82 (450)	3.86 (113)	3.79 (675)	3.62 (130)	3.60 (202)	3.53 (30)
with where you live?	3.73 (2050)	3.66 (566)	3.87 (283)	3.75 (118)	3.71 (181)	3.54 (113)	3.63 (265)	3.87 (63)	3.72 (445)	3.55 (112)	3.75 (674)	3.62 (131)	3.70 (195)	3.86 (29)
with the amount of choices you have in your life?	3.61 (2072)	3.78 (566)	3.86 (284)	4.01 (117)	3.86 (182)	3.81 (113)	3.14 (263)	3.52 (62)	3.65 (448)	3.78 (113)	3.68 (677)	3.67 (131)	3.45 (211)	3.77 (30)
with the opportunities/chances you have to make friends?	3.80 (2063)	3.88 (561)	3.97 (283)	4.03 (117)	3.87 (181)	3.82 (111)	3.68 (264)	3.79 (63)	3.83 (442)	3.91 (109)	3.84 (678)	3.86 (131)	3.47 (208)	3.67 (30)
with your general health care?	3.71 (2036)	3.69 (551)	3.84 (283)	3.87 (117)	3.75 (182)	3.61 (112)	3.58 (238)	3.34 (50)	3.78 (446)	3.91 (110)	3.77 (675)	3.63 (132)	3.29 (207)	3.40 (30)
with what you do during your free time?	3.77 (2065)	3.77 (565)	3.93 (281)	3.99 (116)	3.91 (181)	3.77 (111)	3.69 (265)	3.87 (63)	3.70 (447)	3.76 (113)	3.85 (676)	3.62 (132)	3.42 (208)	3.43 (30)
How safe do you feel...														
in your home?	4.30 (2053)	4.18 (557)	4.26 (282)	4.22 (116)	4.28 (183)	4.11 (113)	4.40 (263)	4.44 (63)	4.28 (445)	4.16 (109)	4.35 (669)	4.03 (126)	4.09 (204)	4.43 (30)
in your neighborhood?	4.04 (2059)	3.76 (561)	3.94 (282)	3.84 (116)	3.84 (183)	3.70 (113)	4.23 (264)	4.13 (63)	4.09 (447)	3.72 (110)	4.11 (673)	3.50 (129)	3.81 (203)	4.20 (30)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.														

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with how safe they feel in their home (mean of 4.18) and least satisfied with where they live (mean of 3.66).

ADA Comparison of Gender Non-Residential Setting

A comparison was made between the male and female consumers. Table III-1 shows these findings. The female consumers were more satisfied with all the significant items.

Table III-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
With the staff who serve you?	4.14 (262)	4.31 (293)	F(1,553)=4.74, p=.030
that your treatment plan has what you want in it?	4.02 (259)	4.24 (290)	F(1,547)=7.76, p=.006
that your treatment plan is being followed by those who assist you?	4.01 (259)	4.24 (290)	F(1,547)=8.56, p=.004
with the services you receive?	4.07 (260)	4.31 (293)	F(1,551)=8.67, p=.003
that services are provided in a timely manner?	3.92 (261)	4.09 (292)	F(1,551)=4.10, p=.043
with how you spend your day?	3.62 (260)	3.87 (291)	F(1,549)=8.47, p=.004
With the amount of choices you have in your life?	3.66 (260)	3.88 (291)	F(1,549)=5.35, p=.021
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison of Race/Ethnicity Non-Residential Settings

A comparison was made among consumers of different racial and ethnic backgrounds in non-residential settings. Caucasians were most satisfied with safety in their neighborhood. The five persons who were Native American were most satisfied with the confidentiality of the staff and with respect of ethnic and cultural backgrounds. (See Table III-2.)

Table III-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with how staff keep things about you and your life confidential?	4.32 (152)	4.24 (366)	4.00 (1)	4.80 (5)	3.38 (16)	F(4,535)=3.78, p=.005
that the agency staff respect your ethnic and cultural background?	4.36 (148)	4.30 (364)	2.00 (1)	5.00 (5)	4.07 (15)	F(4,528)=2.68, p=.031
with how safe you feel in your neighborhood?	4.03 (152)	3.70 (361)	4.00 (1)	3.20 (5)	3.46 (13)	F(4,527)=2.79, p=.026
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>						

ADA Comparison of Age Groups Non-Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The older adults were most satisfied with the staff, the knowledge of the staff, confidentiality, content of treatment plan, that the treatment plan was followed, respect of ethnic and cultural backgrounds, services received, and how they spend their day. The 18-49 year olds were satisfied with the timeliness of services provided. The children/adolescents were most satisfied with safety in their home/agency and neighborhood. (See Table III-3.)

Table III-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	3.80 (59)	4.26 (448)	4.52 (44)	F(2,548)=9.85, p<.001
with how much your staff know about how to get things done? (a, b)	3.57 (60)	4.12 (446)	4.35 (43)	F(2,546)=11.96, p<.001
with how staff keep things about you and your life confidential? (b)	3.93 (60)	4.26 (447)	4.55 (42)	F(2,546)=5.03, p=.007
that your treatment plan has what you want in it? (a, b)	3.73 (60)	4.17 (442)	4.37 (43)	F(2,542)=7.27, p=.001
that your treatment plan is being followed by those who assist you? (a, b)	3.60 (60)	4.19 (441)	4.36 (44)	F(2,542)=12.04, p<.001
that the agency staff respect your ethnic and cultural background? (a, b)	3.98 (59)	4.32 (441)	4.65 (43)	F(2,540)=6.89, p=.001
with the services that you receive? (a, b)	3.52 (60)	4.26 (446)	4.60 (43)	F(2,546)=22.68, p<.001
that services are provided in a timely manner? (a, b)	3.62 (60)	4.26 (446)	4.25 (44)	F(2,546)=6.07, p=.002
with how you spend your day? (a, b)	3.30 (60)	3.79 (444)	3.95 (43)	F(2,544)=7.02, p=.001
with how safe you feel in your home/agency? (b)	4.42 (60)	4.19 (437)	3.81 (42)	F(2,536)=4.77, p=.009
with how safe you feel in your neighborhood?	4.10 (60)	3.73 (439)	3.55 (44)	F(2,540)=3.36, p=.036
<i>Scheffe post-hoc significance at < .05 or less.</i>				
(a) Interaction between 0-17 Years and 18-49 Years.				
(b) Interaction between 0-17 Years and 50 + Years.				

ADA Comparison of Current Living Arrangements

Non-Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers who received intervention in non-residential settings. Table III-4 presents these findings. Those consumers who identified themselves as living independently were most satisfied with the staff, knowledge of the staff, that the treatment plan was followed, and with general health care. The consumers who lived with their biological parents were most satisfied with where they live and safety in their home/agency and safety in their neighborhood. The consumers who identified themselves as "homeless" were most satisfied with the knowledge of the staff, content of the treatment plan and services received. Those who described themselves as having "other" living arrangements were most satisfied with respect of ethnic and cultural backgrounds.

Table III-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (c)	4.33 (295)	4.13 (15)	4.10 (68)	4.20 (51)	3.72 (47)	4.25 (69)	F(5,539)=4.16, p=.001
with how much your staff know about how to get things done? (c)	4.16 (294)	3.87 (15)	4.01 (68)	4.16 (49)	3.58 (48)	4.03 (69)	F(5,537)=3.55, p=.004
that your treatment plan has what you want in it? (c)	4.22 (291)	4.20 (15)	3.99 (67)	4.27 (49)	3.71 (48)	4.09 (69)	F(5,533)=2.98, p=.011
that your treatment plan is being followed by those who assist you? (c, e)	4.25 (290)	4.14 (14)	4.00 (67)	4.20 (50)	3.52 (48)	4.09 (70)	F(5,533)=5.34, p<.001
that the agency staff respect your ethnic and cultural background?	4.38 (290)	4.00 (15)	4.12 (67)	4.31 (49)	4.00 (47)	4.41 (69)	F(5,531)=2.51, p=.029
with the services you receive? (c, e, f)	4.31 (293)	4.07 (15)	4.10 (68)	4.33 (49)	3.56 (48)	4.14 (70)	F(5,537)=5.87, p<.001
with where you live? (b, d, e)	3.81 (293)	3.60 (15)	3.31 (68)	2.98 (48)	4.08 (48)	3.38 (69)	F(5,535)=7.43, p<.001
with your general health care?	3.77 (290)	3.07 (15)	3.72 (65)	3.76 (49)	3.26 (39)	3.63 (68)	F(5,520)=2.63, p=.023
with how safe you feel in your home/agency? (a, b, d, e)	4.34 (295)	4.40 (15)	3.77 (65)	3.45 (42)	4.56 (48)	3.99 (67)	F(5,526)=11.36, p<.001
with how safe you feel in your neighborhood? (b, e)	3.93 (295)	3.47 (15)	3.51 (67)	3.20 (46)	4.13 (48)	3.57 (65)	F(5,530)=5.56, p<.001
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between Independent and RTF. (b) Interaction between Independent and Homeless. (c) Interaction between Independent and Biological Parents. (d) Interaction between RTF and Biological Parents. (e) Interaction between Homeless and Biological Parents. (f) Interaction between Biological Parents and Other.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There were four significant items. Consumers that had not lived in a residential treatment facility were more satisfied with all significant items. (See Table III-5).

Table III-5

ADA Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with the amount of choices you have in your life?	3.59 (169)	3.86 (372)	F(1,539)=7.00, p=.008
with your general health care?	3.55 (160)	3.76 (366)	F(1,542)=3.92, p=.048
with how safe you feel in your home/agency?	4.03 (165)	4.22 (367)	F(1,530)=3.86, p=.050
With how safe you feel in your neighborhood?	3.57 (167)	3.80 (369)	F(1,534)=4.19, p=.041
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison across Programs

Non-Residential Settings

A comparison was made across the different non-residential programs. The CSTAR Women/Children consumers were most satisfied with all significant items except two. The CSTAR General consumers were most satisfied with their general health care. The methadone consumers were most satisfied with safety in their neighborhood. (See Table III-6.)

Table III-6
ADA Consumers - Comparison across Programs

How satisfied are you...?	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	Methadone	Significance
with the staff who serve you? (a, d)	4.43 (118)	4.22 (114)	3.81 (62)	4.33 (113)	4.18 (134)	4.13 (30)	F(5,565)=4.450, p=.001
with how much your staff know about how to get things done? (a, c, d, e)	4.30 (118)	4.04 (113)	3.57 (63)	4.23 (112)	4.07 (133)	3.67 (30)	F(5,563)=7.158, p<.001
with how staff keep things about you and your life confidential? (a)	4.46 (118)	4.16 (114)	3.94 (63)	4.12 (113)	4.31 (132)	4.38 (29)	F(5,563)=3.114, p=.009
that your treatment plan has what you want in it? (a)	4.35 (117)	4.15 (114)	3.73 (63)	4.22 (110)	4.08 (131)	4.03 (30)	F(5,559)=3.880, p=.002
that your treatment plan is being followed by those who assist you? (a, d, e, g)	4.39 (116)	4.15 (114)	3.57 (63)	4.26 (111)	4.10 (131)	3.93 (30)	F(5,559)=7.035, p<.001
that the agency staff respect your ethnic and cultural background? (a)	4.53 (116)	4.27 (114)	3.98 (62)	4.22 (112)	4.26 (132)	4.52 (27)	F(5,557)=3.530, p=.004
with the services that you receive? (a, d, e, f, g)	4.46 (118)	4.16 (114)	3.52 (63)	4.36 (111)	4.14 (133)	4.24 (29)	F(5,562)=9.650, p<.001
that services are provided in a timely manner? (a)	4.19 (118)	4.01 (113)	3.63 (63)	4.17 (112)	3.91 (132)	3.87 (30)	F(5,562)=3.328, p=.006
with how you spend your day? (a, b)	4.05 (118)	3.78 (112)	3.33 (63)	3.86 (113)	3.62 (130)	3.53 (30)	F(5,560)=5.241, p<.001
with your general health care?	3.87 (117)	3.61 (112)	3.34 (50)	3.91 (110)	3.63 (132)	3.40 (30)	F(5,545)=3.224, p=.007
with how safe you feel in your neighborhood? (e)	3.84 (116)	3.70 (113)	4.13 (63)	3.72 (110)	3.50 (129)	4.20 (30)	F(5,555)=3.484, p=.004
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent. (b) Interaction between CSTAR Women/Children and GTS Adult. (c) Interaction between CSTAR Women/Children and Methadone. (d) Interaction between CSTAR Child/Adolescent and CSTAR General. (e) Interaction between CSTAR Child/Adolescent and GTS Adult. (f) Interaction between CSTAR Child/Adolescent and Methadone. (g) Interaction between CSTAR Child/Adolescent and CSTAR Alternative Women/Children.							